

# THE RIGHT FITT: Optimizing Outcomes with Client-Centered Service Frequency, Intensity, Time, & Type

## PANEL

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**BREAKTHROUGH RESULTS  
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# FITT

FITT is...

- FREQUENCY: pace
- INTENSITY: degree, depth, or concentration
- TIME: duration, length, or timing
- TYPE: the nature, content or substance



The right FITT optimizes experience and outcomes by prioritizing and synchronizing:

- Frontloading over backloading
- Concentrating over extending
- Prevention over intervention
- Outcomes over outputs

# The Right FITT for Customers of the Department of Workforce Services' Family Employment Program

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September 7, 2017



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# Department of Workforce Services

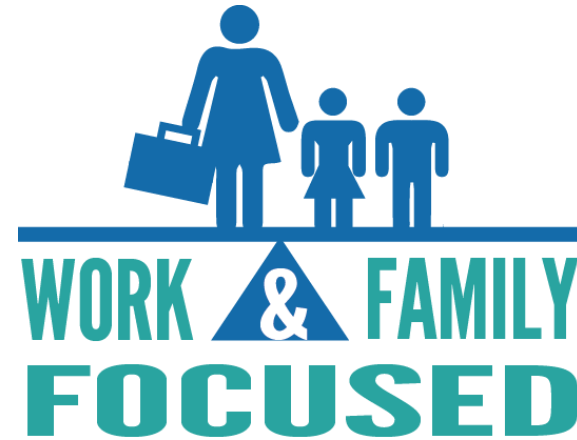


WE HELP

YOU TAHNS

- FIND JOBS
- ACCESS LABOR MARKET DATA
- FIND EMPLOYEES
- GET TRAINING
- RECEIVE SUPPORTIVE SERVICES
- AND MORE

# Background



# Coordinated Case Management Model Purpose

- Help more families achieve and sustain self-reliance
- Reduce the overall duration a family is dependent on government services
- Reduce “re-entry” or “recidivism” to government service



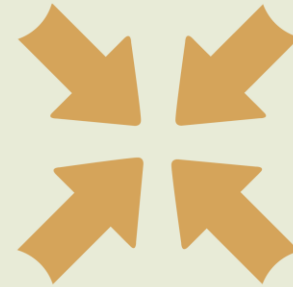
# Pilot

Test Group



Ogden

Control Group



Provo

# Key Pilot Elements

- Early Proactive Engagement (Frontloading)
- Increased Engagement (Concentrated Dosage)
- Phased Employment Planning (Prioritized and Synchronized Services)
  - Initial (Early Intervention)
  - Preparatory
  - Targeted
- Caseload Control (WIP)
- Alliance Survey



# Early Proactive Engagement

(Frontloading)

Office visits needed to connect  
with counselor reduced



3 → 1

Days between application  
and first visit reduced



13 → 8

# Increased Engagement

(Dosage and Intensive Up-Front Concentration)

- Method
  - Connect often in a variety of ways that are agreed upon with the customer.
  - Increase the use of Family Focus strategies: Motivational interviewing, trauma informed care and understanding of executive functioning.
- Increased frequency
  - 3x per week, with at least 1 in-person meeting during the preparation phase
  - If one type of contact does not work, another will be attempted

# Phased Employment Planning

(Prioritized and Synchronized Services, Full Kit, Milestone Management)

- **Initial Phase** (Early Intervention)
  - Relationship building starts, focus is on getting the case open
- **Preparatory Phase** - Preparing the customer for success in a self-sustaining employment plan
  - Complete a full and thorough assessment
  - Resolve short-term barriers
  - Identify and set-up supportive services
  - Identify a self-sustaining employment goal
- **Targeted Phase** - Ready to pursue a self-sustaining employment goal with light touch support

# The Right FITT for Clients of the Division of Child & Family Services' Child Protective Services

Curtis Giles, *DCFS Deputy Director of Northern Region*  
Jennifer Larson, *DCFS Director of Out-of-Home Programs*  
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Improvement*

September 7-8, 2017



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# Utah Department of Human Services

utah department of  
**human** services

Our Purpose is to strengthen lives  
by providing children, youth, families and  
adults **individualized** services  
to **thrive in their homes, schools, workplaces  
and communities.**



PREVENTION



SELF-RELIANCE



PARTNERSHIP



OPERATIONAL  
EXCELLENCE



PEOPLE &  
CULTURE

- 4,200+ Employees Across the State
- 11 Divisions/Offices/Institutions
  - Juvenile Justice Services
  - Aging & Adult Services
  - Services for People with Disability
  - Utah State Hospital
  - Office of Recovery Services

● [HS.Utah.Gov](https://hs.utah.gov)

# Division of Child & Family Services

utah department of  
**human services**  
Child and Family Services



## **Safe Children, Strengthened Families**

### Example of Services

- Child Abuse Prevention
- Child Protective Services
- In-home Services
- Kinship & Foster Care Services
- Adoption Services

[DCFS.UTAH.GOV](https://dcfs.utah.gov)

# Child Protective Services

Child Protective Services (CPS) is a resource for potential abuse, neglect or dependency of children in the community. Individuals can report allegations of abuse or neglect 24/7 by dialing **855-323-3237**.

## In Fiscal Year 2016

- 38,979 referrals
- Resulted in 21,093 cases being assigned to workers across the State

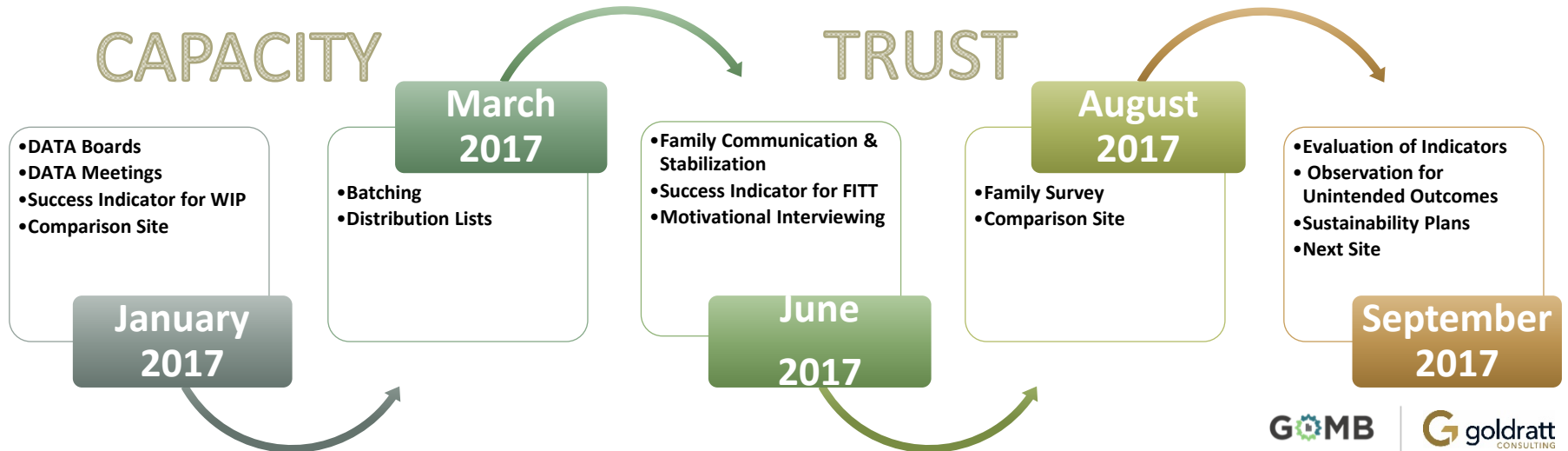
# Overview: The CPS Pilot

## The Pilot Thus Far:

- 3 Teams of 5 CPS Workers
- 1,500+ cases
- Navigating Changes to Pilot

## Results:

- Promising Early Indicators
- Soon: Recidivism Rates
- Soon: Family Feedback

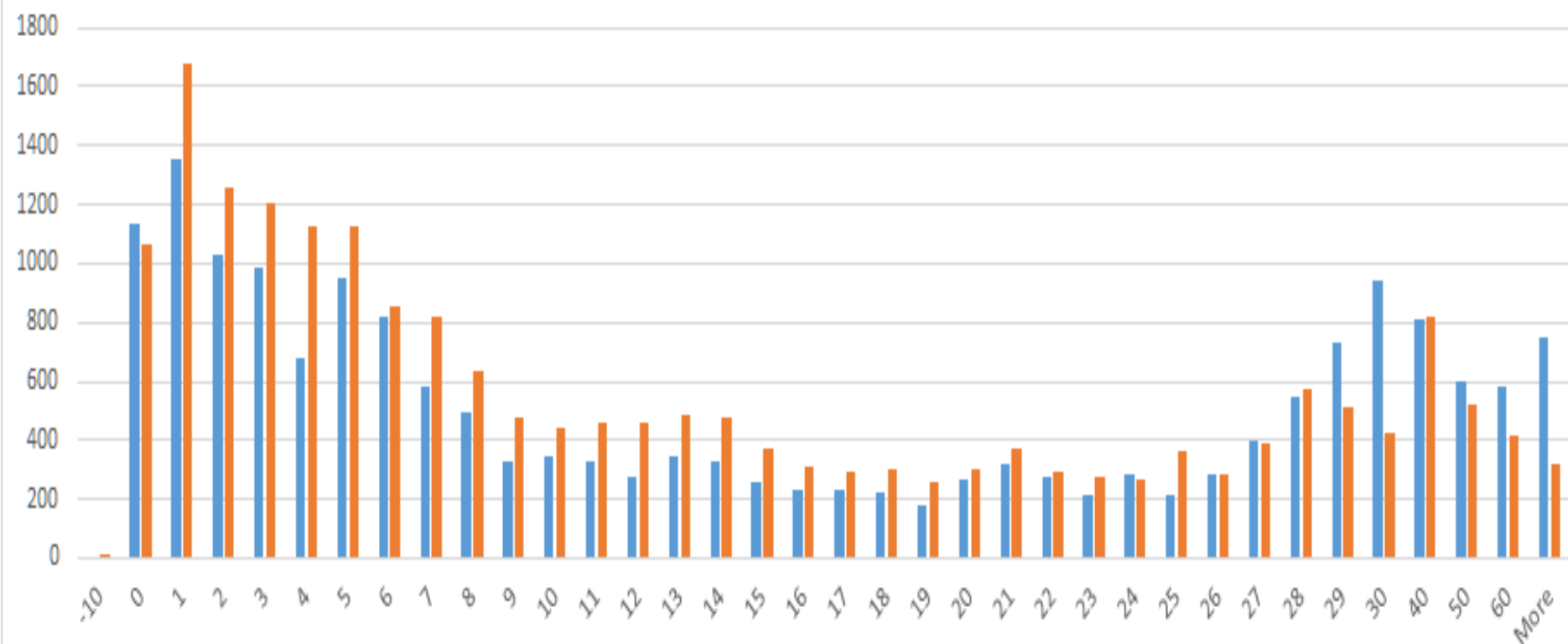




- **Standardizing FREQUENCY & TIMING**
  - Communication Cards
  - Parent/Guardian Contact Guide
  - Communication with Family at Case Closure
- **Increasing INTENSITY & TYPE**
  - CPS Budget
- **Synchronizing\_FITT Across the System**
  - CPS Case Transfer Process
  - CPS Case Transfer Form
  - CPS Field Guide

# FITT

Ogden before Ogden After



THANK YOU TO OUR  
SUPERVISORS  
& PILOT TEAMS

# THANK YOU

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